**SKILLS NEEEDED FOR HOTEL MANAGERS**

|  |  |
| --- | --- |
| Communication Skills |  |
| Negotiation |  |
| Creativity |  |
| Leadership |  |
| Team player |  |
| Problem solving |  |
| Time management |  |
| Interpersonal skills |  |
| Attention to detail |  |

Communication skills: To communicate confidently and clearly on both oral and written communication. Communication refers to the ability to use language, both verbal and non-verbal, to express information.

<http://en.wikipedia.org/wiki/Communication_skills>

Negotiation: the ability to find a solution that is acceptable to both parties. It is needed when there is a conflict between what one party wants and the other party wants.

<http://www.mindtools.com/CommSkll/NegotiationSkills.htm>

Leadership: the ability to see the big picture and to inspire and lead other people so that the whole organisation achieves its common goal. Also, a leader has to be able to motivate his employees so that they can give him their best in the workplace.

<http://careers-in-business.com/gmskill.htm>

Problem solving: the ability to figure out solution for a problem. It may be a process, in which a few steps may involve. As problems are inevitable in the workplace, this skill is one of the most important skills to be successful.

<http://www.unisa.edu.au/ltu/students/study/wellbeing/resolution/problemsolving.asp>

Time management: the ability to organize the list of things that needed to be done so that they can be completed on time. Too often people have to do different things at the same time, so they need to be able to prioritise the tasks in order to complete them before the deadlines.

<http://www.deakin.edu.au/current-students/study-support/study-skills/handouts/organising.php>

Interpersonal skills: the ability to be able to interact well and make good relationships with all kinds of people so that other people can have trust with the manager.

<http://careers-in-business.com/gmskill.htm>